

Appendix C - Proposed Performance Reporting Metrics for the Homes and Housing Delivery Committee

Bold text = 2024/25 Business Plan metrics

Landlord Health & Safety and Compliance		Estate Management	Property	Customer Service
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. (TSM)	% of lift remedial works completed within timescale	Anti-social behaviour cases relative to the size of the landlord (TSM)	% of residents overall satisfied with repairs (TSM TP02)	% of residents satisfied with the overall service from BCC (TSM TP01)
% of asbestos remedial works completed within timescale	% of properties with 'satisfactory' Electrical safety certificate within timescale	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. (TSM)	% of residents satisfied with the time taken to complete the most recent repair (TSM TP03)	% of residents satisfied that the landlord listens to tenant views & acts upon them (TSM06)
Proportion of homes for which all required fire risk assessments have been carried out (TSM)	% of electrical remedial works completed within timescale	% residents satisfied landlord keeps communal areas clean and well maintained (TSM TP10)	% of residents satisfied that the home is well maintained (TSM TP04)	% of residents satisfied that the landlord keeps them informed (TSM TP07)
% of all fire remedial actions completed within timescale	Homes that do not meet the decent homes standard (TSM)	% residents satisfied landlord makes a positive contribution to neighbourhoods (TSM TP11)	% of residents satisfied that the home is safe (TSM TP05)	% residents who agree that the landlord treats them fairly and with respect (TSM TP08)
% fire safety component inspections completed within timescale	% of homes that have a HHSRS failure (comments will need to give details of the different categories of failures)	% residents satisfied with landlord's approach to handling anti-social behaviour (TSM TP12)	Repairs completed within target timescale (Non-Emergency responsive repairs) (TSM)	% of residents satisfied with the landlord's approach to handling complaints (TSM TP09)
Proportion of homes for which all required gas safety checks have been carried out. (TSM)	% of active damp & mould cases having an inspection undertaken within target timescale		Repairs completed within target timescale (Emergency responsive repairs) (TSM)	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes (TSM CH01)
% of gas remedial works completed within timescale	% of damp & mould cases rectified within target timescale		Average relet time in days (Standard voids)	
Proportion of homes for which all required legionella risk assessments have been carried out. (TSM)	% of M&E inspections and servicing completed within timescale		Average relet time in days (Major voids)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (TSM CH02)
% of legionella testing completed in accordance with the written scheme	Percentage of Building Safety Cases completed on High Rise Blocks		Reduce empty council houses as a percentage of total stock	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (TSMCH02)
% of legionella remedial works completed within timescale	Total number of RIDDOR reported		Number of resident contacts relating to D&M	
Proportion of homes for which all required communal passenger lift safety checks have been carried out (TSM)			Reduce the number of Council homes with an EPC rating of D or lower (measured as a percentage)	
			Percentage of homes with a stock condition survey carried out in the last 5 years	Ombudsman Complaints upheld years